



**CMOR-MRA Interviewer Training Modules**  
Performance Evaluation

Name: \_\_\_\_\_

1. Name two outcomes or effects on interviewing that evaluations provide for interviewer's performance:

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2. True or False: Evaluations can both look forward to set performance goals and also look backwards to measure results in relation to those goals.

3. Fill in the blanks of what goals must include to be effective and SMART:

S \_\_\_\_\_

M \_\_\_\_\_

A \_\_\_\_\_

R \_\_\_\_\_

T \_\_\_\_\_



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4. **From the list below, choose some typical performance measures found in a call center environment: (mark with "X")**

Follows center rules _____	Reading Verbatim _____
Dials Per hour _____	Follows Dress Code _____
Knows Handbook by Heart _____	Avoidance of Biasing, Leading _____
Punctuality _____	Refusal Conversions _____
Always Takes Breaks _____	Agrees/completes Per Hour _____

5. \_\_\_\_\_ time occurs when an interviewer has to read memos, attend briefings or feedbacks, perform clerical duties. This is time that should not be included in any productivity measures.

6. **True or False: Productivity measures for new interviewers should be lower or not counted in the first weeks or months of dialing on a project.**

7. **Delivery Style, Intro Effectiveness, Probing where needed are all aspects of the \_\_\_\_\_ area of performance measurement.**

8. **True or False: Every call center organization has a standard for punctuality.**



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9. Soft skills are not as quantifiable in measurement, so it is

important for the supervisor to remain \_\_\_\_\_ and avoid letting

\_\_\_\_\_ feelings determine ratings.

10. True or False: All call centers should evaluate interviewer performance formally on an annual basis, and end-of-month or end-of-quarter feedbacks also enforce proper procedures and allow for adjustments.

11. Feedback advice should be positioned to guide \_\_\_\_\_ actions, not

punish \_\_\_\_\_ actions.